

ForFar

ForFar Water Fountain Instruction Manual



MODEL: FF3056

HEIGHT:35.24 INCH

DEPTH:10.63 INCH

INCLUDE: LED LIGHTS PUMP

WIDTH:17.72 INCH

ITEM WEIGHT:23 LB

Thank You for Purchasing FORFAR® Fountain

ASSEMBLY INSTRUCTIONS



STEP 1

(CUT THE NYLON TIE FIRST)
PULLING OUT THE
TUB-ING/WATER PIPE AND
INTER-NAL LED WIRE(S)



STEP 2

CONNECT THE TUBING TO THE
OUTLET OF THE PUMP AND PLACE
IT IN THE FOUNTAIN THROUGH
THE OPENING IN THE REAR OF THE
FOUNTAIN.



STEP 3

PUSH THE CABLE WITH TWOPINS
INTO THE TRANSFORMER AND
SCREW OVER THE PLASTIC COLLAR.
(TIGHTEN TO PREVENT WATER
INGRESS)



STEP 4

Carefully fill the fountain with
sufficient water ensuring the pump
is fully submerged. Usually the water
level needs to be at least 1 inch above
the pump.



STEP 5

Check water level

(CHECK WATER LEVEL EVERY 48
HOURS)



STEP 6

CONNECT THE PLUG FROM THE
TRANSFORMER AND PUMP TO YOUR
MAINS OUTLET.

INSTALL VIDEO QR CODE+URL

<https://youtu.be/pxpgjCgJzLE>



ELECTRICAL SAFETY

- Water pumps are waterproof to IPX8
- Light cords are waterproof to IPX6.
- The transformer should never be submerged or stood in water.
- **Note:** The transformer will get hot during use, which is normal.
- To prevent Pump damage, Please to add water promptly to avoid
- long time dry burning.
- For outdoor use, ensure the outlet is waterproof to IP66 standard.
- We recommend using a Residual Current Device (GFI) Ground Fault Interrupter when connecting the fountain to the electric supply (available from DIY stores).

MAINTENANCE AND CARE

Fountain Care Guidelines

- **Winter Care:** Bring Indoors if Possible (e.g., garage or shed)
If freezing is a concern, drain all water to prevent damage.

Fountain Cleaning Tips

To Empty the Fountain of Water for Cleaning or for Winter Care:

- For smaller fountains, invert and let water pour away for cleaning.
- For larger fountains, use a large sponge or siphon pipe for water removal.
- Always power off before cleaning or maintaining the fountain or pump.
- **Note:** Stains may be present, This does not imply the fountain is second-hand. The testing water may not dry before repacking, causing Stains upon opening the package.

CONDITIONING AND CLEANING OF WATER PUMPS

Water Pump Parameters

MODEL: WP450

SIZE: 61*43*45MM

VOLUME: 450(L/H)

POWER: 5W

HEADLIFT: 0~0.9M

OUTLET SIZE: 5/16" 1/2"



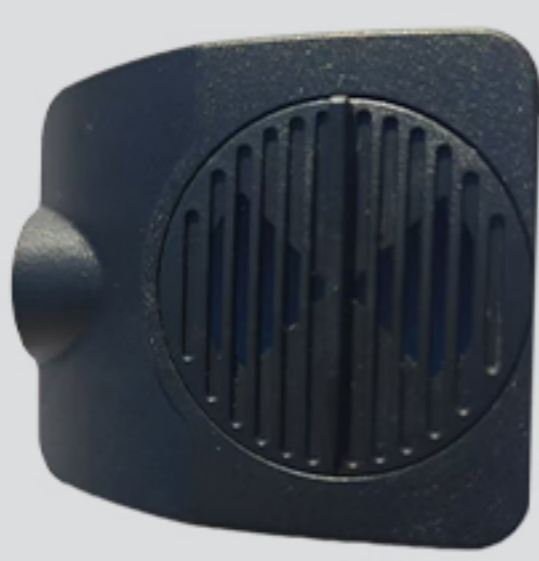
HOW TO ADJUST PUMP FLOW

Always isolate the electrical mains supply before touching or adjusting the pump.

The pump flow can be adjusted with the regulator, this is found on the inlet of the pump. Adjustments of up to 30%

Turn Clockwise for full flow / Anti-clock- wise for reduced flow.

HOW TO CLEANING WATER PUMP



Open the water pump's inlet housing by simply pulling outward to open.



Turn counterclockwise to open the pump valve.

Remove the water pump shaft and motor



Clean the shaft and motor with a cleaning tool and the internal space



Reinstallation of water pump



How to Troubleshoot

PUMP

- Ensure water covers the pump by at least 5 cm.
- Check and set the correct flow for the fountain.
- Ensure the pump is working; if not, it may be blocked.
- Clear pipes and impeller of any blockages.
- Inspect the fuse in the plug.

Lights/Transformers

- If lights and pump aren't working, the transformer may have failed.
- If the LED isn't working, may be the LED wire contact is poor, you can reconnect it.
- If some LED lights aren't working, they might be damaged by water immersion. Contact us for spare parts replacement.
- Within warranty and non-artificial damage, a replacement part can be issued with proof of purchase.

Troubleshooting

- For pump or light issues, contact us for guaranteed support.
- Flickering lights may result from algae or lime scale build-up;
- Replaceable parts are available.

Leaks/loss of Water

- **Ensure the fountain is completely level.**
- **Ensure the water reservoir is not overfilled; remove excess water if necessary.**
- **Natural evaporation and weather can affect water levels; top up as needed.**
- **If your fountain is leaking, it may be a sealing issue. Repair it manually using waterproofing material. Contact us for partial compensation.**

Main Body & Paintwork

- **Do Not Confuse Limescale Residue with Fading Paint - This is Not a Fault and is in Most Cases the Fountain Needs Cleaning.**
- **Paint Peeling Will Occur if the Fountain Has Been Left Outside in the Frost and Will Not Be Covered by the Warranty.**
- **Parts Broken off the Main Body While in Use Are Usually Caused by Bad Weather Conditions and Not Covered by the Warranty.**

WARRANTY & RETURN POLICY

RETURN POLICY

- **Returns within one month of purchase date: Free return service provided by Forfar.**
- **Returns after one month: Buyer responsible for return shipping cost.**
- **Non-quality issue returns: Buyer responsible for half of the shipping costs.**
- **Purchase within one month, if you find a lower price, you don't need to return it and can contact the us to get reimbursed for the difference.**
- **Please return the product via the Amazon label or the label provided by the seller.**

WARRANTY TERMS

- **30-Day Free Return policy. 1-Year warranty for non-artificial damage.**

NOT COVERED UNDER WARRANTY

- **Pump smells of burning residue.**
- **Discoloration resembling rust.**
- **Visible algae or limescale buildup on the pump.**
- **Paint And/or Surface Damage/discoloration Due to Limescale.**
- **If any of the above is noticeable, the warranty will void due to likely improper maintenance.**

If the Proof of Purchase Shows the Product Was Bought within 1 Year, Free Charge Replacement Part Can Be Supplied. Please Be Aware, ForFar Will Ask for Proof of Purchase.

Contact ForFar by Email (emily@forfar-group.com)

HOW TO GET 2 YEAR WARRANTY

- **All fountains come with a one-year warranty by default.**

If You Write Down Your Experience on the Website within 21 Days when Receiving the Fountain, You Will Get 1-year Warranty Extension According to Your Review Date.

If You Need to Report an Issue, Please Contact Our Hotline Direct Before Returning Product to Store.

We Will Solve Your Problem As Soon As Possible.

Email : emily@forfar-group.com

Service time: ALL DAY

Hotline: 582) 852 0000

Service time: EST: AM 6:00 - AM 10: 00

Service time: EST: PM 8:00 - PM 12:00

PROOF OF PURCHASE

**If you purchased it on Amazon
you can contact us by email and
tell us the order number directly**

**CONTACT US WHEN YOU HAVE THE PROOF:
emily@forfar-group.com**

Your details

Name: _____

Address: _____

Tel: _____

Email: _____

Order No. _____

Data of Purchase: _____

QA



Q: How much water should I add to the outdoor fountain?

A: There is a removable panel at the bottom of the back of the product; as long as water doesn't overflow from there, it's fine. But please note, ensure that the water exceeds the height of the water pump to ensure the fountain operates smoothly.



Q: Are the power cords for the water pump and lights completely waterproof? Can I place them inside the product?

A: Yes. But make sure to tighten the waterproof knobs. If you're not sure, feel free to **CONTACT US**.



Q: If I need phone support, what should I do?

A: Typically, we currently only provide after-sales support through email. If you truly need phone or video assistance, you can contact us via email to schedule a time, and we can arrange this service for you.

